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September 21, 1999

Mr. C. Todd Cook
West TeleServices Corporation
11808 Miracle Hills Drive
Omaha, NE 68154


RE: New Patent Application
For: EMPLOYEE SCHEDULING AND SCHEDULE
MODIFICATION METHOD AND APPARATUS
Lyon & Lyon Docket 233/265

Dear Todd:

Enclosed is a revised copy of the above-identified application we prepared on behalf of West Teleservices Corporation. During your review, please note any errors or omissions in the application. Further, please advise us if you have any other alternative embodiments or other features that are not in the application.

Should you have any questions, please do not hesitate to contact me.

Best regards,



Chad W. Miller

CWM/am
Enclosure

EXHIBIT F